

ACCESS SERVICE

7. Special Access Service (Cont'd)

7.4 Rate Regulations (Cont'd)

7.4.15 Installation Interval Guarantee

A failure to meet the confirmed due date provided by the Telephone Company for the services following, will result in a customer credit as shown below, where the responsibility for the failure is the Telephone Company's: (C)

Services	Credit Amount
Direct Analog Service	\$200.00
Base Rate	250.00
DS1	350.00
DS3	600.00

(C)

This guarantee does not apply to any installation involving the following circumstances:

1. The customer requests expedited orders
2. Other Telephone Companies are designated as the billing company as set forth in Section 2.4.7 preceding or the AOC is the billing company as set forth in 2.4.7(B)(3) and 2.4.7(B)(4) preceding.
3. The customer's premises is inaccessible
4. The customer changes interface requirements
5. The customer is not ready to accept service
6. Building facilities are not ready (includes space, cable support structures, building risers and entrance facilities to be provided by builder or owner or owner's subcontracted vendors)
7. The customer orders termination beyond the Network Interface
8. The nonrecurring installation charges (Design and Central Office and Customer Connection) are waived or zero rated (N)
9. The delay is caused by civil disturbances, criminal actions, work stoppages, by fire, flooding or other occurrence attributed to an Act of God or any other circumstance beyond the Telephone Company's reasonable control (N)

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